

COMPUTERFAQs

Frequently Asked Questions About Computer Technology

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5th Anniversary Issue!

Well, here we are! We made it. We're now in our *fifth* year of business, serving Western New York. We've come a *long* way in the past five years, and we'd like to take a moment to thank all of our customers and die-hard *ComputerFAQs* readers. This also marks the fifth year we've been publishing this newsletter, and just to give you some statistics, the first issue of *ComputerFAQs* was distributed in November of 1994. It had a grand total circulation of 124 companies - and they were all companies straight out of the *Business First* Top 25 lists. How fitting that, five years later, we're one of the companies on The List. Again, we owe it all to our customers, and our fine employees. We thank **you** for **our** continued success, and we look forward to serving you in 1999.

Q: I'm running my business on an old dBase database that one of my former employees designed in 1992. How can I be sure it's Y2K safe? >Harold, Depew NY

A: First, make sure your hardware is Y2K safe (our *Y2K Report*, document **902021** explains how). The easiest way to test your application is to simply make a backup of it (preferably on tape) and then simply enter some test data. Try creating invoices due in 2001. For best results, change your system clock to some future date, like 6/1/2003, and see if you have any problems. Spend an hour or so with it, entering fictitious data. Run some reports, and watch for strangeness. Now, if you'd like to take a more serious approach to checking your applications, we can send one of our database specialists to your office to analyze your systems and check for any Y2K issues. An initial consultation is just \$25. We can also develop for your business a *complete* new, Windows-based database solution. For more information, call for document **902022**.

Q: I called and received a copy of your Mail Merge document [How To Mail Merge with WordPerfect and Word, document **902023**]. It was helpful, thank you. My question is: how do I pull in my customer list that's stored in Excel? >Jean, Buffalo NY

A: See, that's where we get you - you have to come and take the class. Ha ha ha. Seriously, we have been asked that a lot. You can import data from all kinds of outside sources like Excel, Access, dBase, text files, and more. The trick is to select "Open Data Source" instead of "Create Data Source" when you run the Mail Merge Helper. You can select your data file, and then Word/WordPerfect should show you the fields and let you select which data you want. You can then query the data to select only certain records. If you're looking to do a lot of mail merging, we do strongly recommend our Word Intermediate class - we spend over an hour on mail merge alone.

Q: I have a computer that's just over a year old (out of warranty, of course) and every now and then it starts beeping in a series of short tones. I turn it off and let it cool down for a half hour or so, turn it back on, and it's good for another couple of hours. What do you think could be the problem? >Mary Anne, Cheektowaga NY

A: It sounds like you have one of the newer motherboards with a heat sensor on it. Your computer may be getting too hot and sounding the temperature alarm. You *may* not be getting enough ventilation in your PC. If it's under a desk, get it out of there. You may also want to add a second case fan (standard in all of our PCs). You could also just have dust building up in your power supply - a simple correction with a can of air. For information on our *PCDoctor* service, call and request document **902024**.

TIP: As an addendum to the trick in the last issue of *ComputerFAQs* (the hidden "Easter Egg" in Word 97), that trick only works if you have SR2 or higher of Office 97. What's SR2? That stands for "Service Release 2" and it's a whole series of bug fixes and updates to the Office suite. If you don't have it, you should get it! For details on how to get your copy, call for document **902025**.

Did you happen to catch us in the 1999 *Business First* Book of Lists? If not, call Business First at 716-882-6200 to purchase your copy!

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We've switched our Internet Service Provider to *Prime Communications Systems*. If you would like a *free* 30-day trial account, please call and request document **902029**.

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Documents are **free** by fax to the Buffalo/WNY area. You can call us at 716-837-4685, fax us at 833-6724, email us at amicron@amicron.com, or visit our web site at www.amicron.com. Be sure to leave your name and fax number. For a complete listing of documents, or for back issues of this newsletter, request document **902031**. *ComputerFAQs* is copyright ©1995-1999 by Amicron Technology Services, all rights reserved. Please contact us if you are interested in any of our products or services, or if you would like your number removed from our database. We never sell our database of fax numbers to any outside sources.

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